

Case Study # 1.3

Issue: Water has been turned off; resident needs it turned back on

Background: Miami Dade County's mission is to deliver excellent public services that address our community's needs and enhance our quality of life. In our guiding principles the first statement addresses the importance of delivering excellent customer service. It states to be customer focused and customer driven. The guiding principles guide decision-making at all levels of the organization and express common values embraced by the organization.

Instructions: Ask for 2 volunteers. One volunteer is the WASD Customer Service agent and the other volunteer is Cathy Coombs, a County resident.

Time: 15 minutes

Players: Lisa Leaks, Customer Service Agent for WASD and Cathy Coombs, the County resident

Scenario: Cathy Coombs is at work when her elderly mother calls her from home to tell her the water has been shut off. Mrs. Coombs can't remember if she paid her water this month because her husband has lost his job and she had to prioritize her bills. She attempts to call WASD to explain what happened. She has always paid her bill on time, and she can't believe that they would cut off her water if she's a little bit late. She's upset because it's almost five o'clock. Her three kids should be coming from school and football practice, and they won't be able to take showers. She calls the WASD hotline and talks to the representative. Ms. Leaks tells her that in order for them to turn on the water, they will have to pay at least half of the bill. To pay, she would have to go to one of their offices. Mrs. Coombs cannot leave her office right now to pay half of her bill; she can't afford to lose her job.

Have Lisa Leaks and Mrs. Coombs play out the scenario and provide a win- win scenario. If you were Ms. Leaks how would you handle the irate customer?